

## Abstract

A process for handling communications and transactions with at least one server that is prepared to accept at least one associated command. A local agent includes means for receiving an abstract request from a user, that is to say a request that only includes partial information regarding the particular service that is desired. The local agent includes means for analysing that abstract request and for mapping it to one corresponding server, and one particular command for accessing that server. The local agent then constructs an aggregate request that is based on that particular command, and further including additional information that the agent extracts from a local profile. This results in an aggregate request that is transmitted through the network to the corresponding server. The server may then process the aggregate request and provides a comprehensive response which, when received by the local agent, can then be forwarded to the user for the purpose of completing the transaction. Alternatively, the local agent may determine the occurrence of a predetermined condition of insufficient resources for initiating the preparation of a contextual request for transaction.

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Fig. 2

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